

Customer action: Cancel a booking request

Last Modified on Jun 27, 2019

A Customer can cancel a booking request at any time. Booking requests that have not been approved are not subject to the [cancellation policy](#) set by the meeting organizer. The Cancellation policy applies only to scheduled or rescheduled bookings.

In this article, you'll learn about the steps that a Customer takes to cancel a booking request.

How Customers cancel a booking request

1. To cancel a booking request, the Customer clicks the **Cancel/reschedule** link in the scheduling confirmation email (Figure 1).

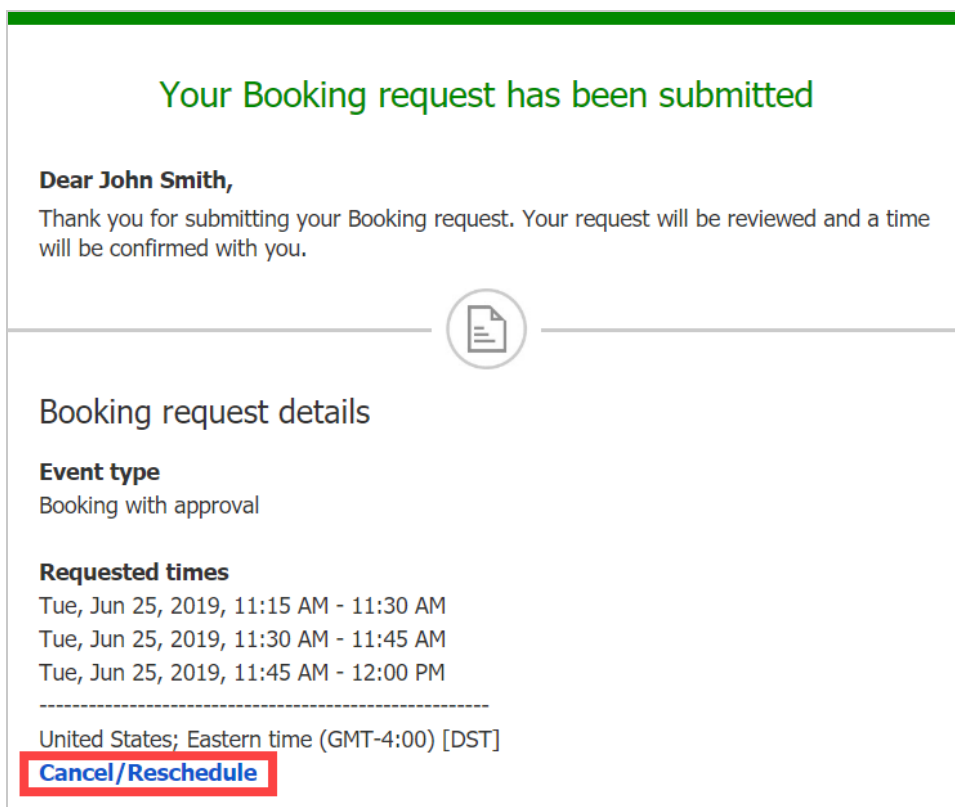





Figure 1: Booking request confirmation email

2. The [Cancel/reschedule page](#) will open.
3. The Customer can review the booking request details on the **Keep** tab.
4. In the **Cancel** tab, the Customer clicks the **Cancel the booking request** button to cancel the booking request (Figure 2). The Customer also provides a reason for requesting new times if it is required by your [Cancel/reschedule policy](#).

Booking with approval

How would you like to update the booking request?

 Reschedule  Cancel  Keep

Your booking request is awaiting approval.

Event type
Booking with approval

Reason for canceling*

Cancel the booking request

Figure 2: Cancel tab

5. After cancellation, the Customer will receive a cancellation email notification, along with the [Booking page Owner](#) and *any additional stakeholders*.

[Learn more about the effects of cancellation](#)
